

ESTABLISHING COMMUNICATION BETWEEN
A REMOTE AGENT AND AN END-USER

Abstract

5 A network includes a client, a Web server in
communication with the client, a media framework server in
communication with the Web server, and communication servers
capable of communicating with the client through modes of
communication. The client specifies a mode of communication
10 to the Web server. The Web server provides the mode of
communication to the media framework server. The media
framework server instructs a communication server that
corresponds to the mode of communication to contact the
client. The communication server contacts the client using
15 the mode of communication.

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